



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2004 OCT -1 AM 8:40
25-OCT-2006

Repository ☐

Reference No.
10171824

OWNER INFORMATION (Type or Print)

Name

Address

City

BLOOMINGTON

State IN

Zip Code

Daytime Telephone Number

Evening Telephone Number

Signature of Owner _____ Date 10/1/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1P4GH54R7P

Make

PLYMOUTH

Model

GRAND VOYAGER

Model Year

1993

Date Purchased
10-MAR-04

Dealer's Name and Telephone Number

Original Owner

☐

Dealer's City

State

Zip Code

Engine:

No: Cylinders 6

Fuel Type:

Gas

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-OCT-2006

Failure Mileage
96000

Failure Speed

50 MPH

Dual function pressure switch

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED WHILE DEPRESSING THE BRAKE PEDAL AT VARIOUS SPEEDS, THERE WAS AN INCREASED STOPPING DISTANCE. THE VEHICLE WAS DRIVEN TO THE DEALER WHO DETERMINED THE DUAL FUNCTION PRESSURE SWITCH NEEDED TO BE REPLACED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

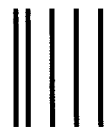
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

WHILE TRAVELING AT 50MPH I APPLIED THE BRAKES TO SLOW FOR UPCOMING TRAFFIC. W/O WARNING (NO ABS OR BRAKE LIGHTS) BRAKES FAILED TO ENGAGE - ABSOLUTELY NO POWER BRAKES. I WAS TRAVELING DOWN A FAIRLY STEEP GRADE ASWELL, AND NEARLY HIT A CAR IN FRONT OF ME. I IMMEDIATELY DROVE TO THE LOCAL DEALER (3MILES AWAY). UPON INSPECTION & DIAGNOSIS SERVICE TECH DETERMINED THAT THE "DUAL FUNCTION PRESSURE SWITCH" HAD FAILED RESULTING IN FAILURE OF ABS TO ENGAGE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

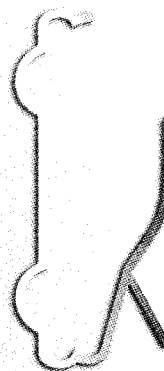
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov

NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



NARRATIVE - (CONT.)

SERVICE TECH ALSO INFORMED ME THAT THE SWITCH HAD FAILED BECAUSE "IT IS REAPETEDLY & CONSTANTLY COMING ON WHEN TRYING TO ENGAGE THE ABS PUMP/MOTOR" AND "THE SWITCH FAILED PREMATURELY BECAUSE IT CAME ON WHILE TRYING TO ACTIVATE THE FAULTY ABS PUMP & MOTOR." THE SWITCH ENGAGES RAPIDLY OVER & OVER TRYING TO ENGAGE THE ABS SYSTEM WHICH WOULD NOT WORK.

KEEP IN MIND THAT I HAVE HAD A FAULTY ABS MOTOR/PUMP REPLACED 5 TIMES. ONCE WAS THE ORIGINAL RECALL REPLACEMENT AND THE OTHER TIMES I HAD THIS REPLACED AFTER LOSING ALL POWER BRAKING ABILITY. TWO TIMES NEARLY HITTING OTHER VEHICLES.

TRYING TO STOP A CAR W/O POWER BRAKES UNEXPECTEDLY IS A DISASTER WAITING TO HAPPEN.

I WAS TOLD BY THE DEALER THIS WAS NOT COVERED UNDER THE RECALL AND THAT REPLACING THE "DUAL FUNCTION PRESSURE SWITCH" WOULD BE AT MY EXPENSE (\$450)

AFTER THIS I BEGAN TO CONTACT CHRYSLER DIRECTLY FOR HELP. THEY SAID THERE IS NOTHING THEY COULD DO.

To: U.S. Dept.of Transportation
NHTSA,Office of Defects Investigation,NVS-210

November 6, 2006

Enclosed are all documents related to my experience with DiamlerChrysler regarding an on-going ABS failure with my 1993 Plymouth Grand Voyager. Included are all corespondence with Chrysler(excluding phone calls),related invoices from Town & Country Dodge,and recall/warranty information from the NHTSA.nhtsa campgain #96V-099,Chrysler campgain #685.

In review of warranty information it is clearly stated that a 10yr or 100,000 mile warranty is in force on all Bendix-10 braking systems.My vehical currently has 98,000 miles.Chrysler warranty bulliten D-96-19 issued in June of 1996 clearly states "dealers are to replace and correct these conditions free of charge"(see page 2 in recall info).Also I have included a list of warranted parts that are to be replaced;these are from the NHTSA website.

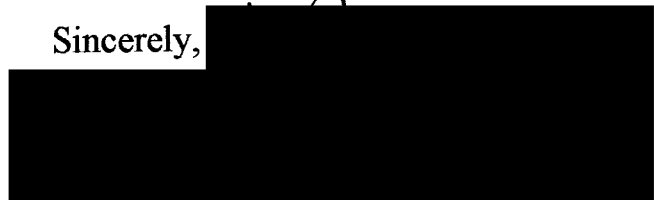
In all,the recalled ABS pump/motor assembly has been replaced 5x in my vehical-5x!!The first replacement was the result of the initial notice of recall. However,all other replacements were due to total brake failure while driving.The last time October 8th,2006 I was driving at 50mph!You can imagine the potential for a serious accident as it is extremely difficult to stop a car without power brakes.

As stated in my letters to chrysler,the dealers service technician informed me that my "dual function pressure switch" was failing as a result of being over worked trying to engage the failing/recalled ABS pump/motor.It is no surprise that the switch failed when the pump/motor assembly has failed so many times.It is suprising that Chrysler expects the owners to pay for the replacement of the switch,a cost of \$450.

This switch must be made part of the lifetime recall. Brake failure is sure to happen again to many unsuspecting motorists.There is no warning-no ABS light or Brake light that comes on when this happens.A woman driver would be hard pressed to stop her van in an emergency situation.

PLEASE follow up on this.Chrysler should go the whole nine yards and stand behind their product.There is no excuse to endanger the lives of many who have put trust in a vehical that helped make Chrysler a successful company.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

RECEIVED



Dale E. Dawkins
Director
Vehicle Compliance & Safety Affairs

OFFICE
DEFECT INVESTIGATION

June 18, 1996

Mr. Michael B. Brownlee, Associate Administrator, Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Brownlee:

Reference: NHTSA Identification Number 96V-099

Enclosed is a representative copy of the communication which explains the extended warranty related to the referenced recall. This continues Chrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,

Dale E. Dawkins

Enclosures: Warranty Bulletin D-96-19 -- Warranty Coverage Extension on Bendix
10 ABS Components

cc: K. C. DeMeter

INFORMATION REPORT FOR CHRYSLER RECALL #685

April 19, 1996

Page 2

56V-038 (63)

Chronological summary of events which were the basis for determining existence of problem:

The following events occurred in the period from March, 1994 through mid-April, 1995.

- NHTSA opened a preliminary investigation (PE94-024) for Chrysler minivans equipped with Bendix 10 ABS.
- Chrysler responded to the preliminary investigation.
- NHTSA upgraded the investigation to an engineering analysis (EA94-028).
- NHTSA opened another engineering analysis (EA95-016) for Chrysler passenger cars equipped with Bendix 10 ABS.
- Chrysler responded to the engineering analyses.
- Investigation determined that, in some cases, the ABS hydraulic control unit (HCU) may fail to adequately pressurize the brake system due to internal leakage past a prematurely worn brake actuator piston seal. An inadequately pressurized brake system may result in pump-motor deterioration or failure due to extended operation.
- An analysis of improved ABS diagnostic procedures and potential field fix was initiated.
- Investigation determined that the affected population includes all vehicles produced with the subject ABS model (Bendix 10) system.
- Chrysler has reports of 60 accidents and 18 minor injuries related to the subject condition.

Statement of measures to be taken and estimated notification schedule:

Chrysler will take the actions listed below for all affected vehicles:

- Inform owners of the potential for excessive ABS HCU brake actuator piston seal wear and possible pump-motor deterioration. Owners of vehicles that experience illumination of brake warning lamps or that sense any ABS malfunction should contact their dealers immediately to have their vehicle's ABS tested and repaired as necessary.
- ~~The warranty on all ABS components will be extended to 10 years or 100,000 miles~~ (except for the brake actuator piston assembly and the pump-motor assembly which will have lifetime coverage).
- Owners will be reimbursed for previous ABS component repair costs.

(not whichever comes first!)

Chrysler's notification schedule for implementing this recall has not been finalized. We are currently arranging for enhanced dealer diagnostic test equipment and for a supply of necessary replacement parts and preparing the information required for implementation. Chrysler expects to begin parts distribution and national notification to both dealers and owners when a sufficient quantity of parts become available. Further, a follow up notification will be conducted about two years after initial notification.

05-67-01-01	Differential Pressure Switch, replace	10/100
05-45-02-90	Differential Pressure Switch, replace (TSB 05-24-94)	10/100
08-14-18-02	Right Front Wheel Speed Sensor, replace	10/100
08-14-18-03	Left Front Wheel Speed Sensor, replace	10/100
08-14-18-04	Right Rear Wheel Speed Sensor, replace	10/100
08-14-18-05	Left Rear Wheel Speed Sensor, replace	10/100
08-14-18-94	All Four Wheel Speed Sensors, inspect (TSB 05-10-93 Rev A)	10/100
08-14-18-95	One or Both Front Wheel Speed Sensors, replace (TSB 05-10-93 Rev A)	10/100
08-14-18-96	One or Both Rear Wheel Speed Sensors, replace (TSB 05-10-93 Rev A)	10/100
08-65-56-01	Pump/Motor Relay, replace	10/100
08-19-10-01	Controller Antilock Brake, replace	10/100
08-65-57-02	System Relay, replace	10/100
08-65-57-03	Warning Lamp Relay, replace	10/100
08-65-57-04	System/Warning Lamp Relay, replace	10/100
08-80-14-01	Dual Function Switch, replace	10/100
05-30-17-90	Dual Function Switch, replace (TSB 05-07-91)	10/100
08-90-70-01	Wiring Harness, replace	10/100
08-65-57-90	Wiring Jumper Harness Assembly (TSB 05-05-92)	10/100
05-50-01-91	Brake Pedal Return Spring Kit (TSB 05-08-92 Rev A)	10/100

This warranty extension also covers DRB III and MDS diagnosis if required.

Parts / repairs not listed above are excluded from this warranty extension. For example, basic brake system components such as calipers, brake pads, ... are excluded.

Before proceeding with repairs, technicians should review the recently released Service and Diagnostic Procedures Manual for Bendix Antilock 9 and 10 (Publication #81-699-96086). The new test fixture (Miller #6997) should be used to test and repair the Bendix system.

Customer notification of the Recall and Warranty extension will begin when an adequate supply of replacement parts are available.

Owners who have previously paid for a repair involving the covered parts described above within the extended warranty time period, are eligible for reimbursement consideration. To request reimbursement, owner's should send their original receipts, keeping a copy for their records to:

Chrysler Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
ATTENTION: Recall #685 Reimbursement

1-800-424-9393
nasta.

Pub

JUL 19 1996

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Dale E. Dawkins, Director
Vehicle Compliance & Safety Affairs
Chrysler Corporation - CIMS 482-00-91
800 Chrysler Drive East
Auburn Hills, MI 48326-2757

NSA-111paw
96V-099

Dear Mr. Dawkins:

This acknowledges receipt of your Defect Information Report submitted June 7, 1996, filed in accordance with 49 CFR Part 573, "Defect and Noncompliance Reports." This recall involves 321,000 Chrysler Corporation (Chrysler) 1991 through 1993 Dodge Caravan, Grand Caravan, Plymouth Voyager, ~~Grand Voyager~~, and Chrysler Town and Country model vehicles manufactured from July 1990 through June 1993; 1990 through 1993 Dodge Dynasty, Chrysler New Yorker, and Imperial model vehicles manufactured July 1989 through June 1993; and 1991 through 1992 Dodge Monaco and Eagle Premier model vehicles manufactured from July 1990 through June 1992. All of these vehicles are equipped with an antilock braking system (ABS). The ABS hydraulic control unit can experience excessive brake actuator piston seal wear which can cause pump-motor deterioration. If this occurs, the ABS function could be lost and reduced power assist may be experienced during vehicle braking. The assigned ID Number for this recall campaign is 96V-099 (Chrysler Campaign No. 683).

Chrysler is responsible for the remedy of these vehicles from this date forward, regardless of vehicle age, mileage, or ownership. You should know that the agency provides a listing of safety recalls to the media at the end of each month. This recall will be a part of that listing.

This recall was the subject of a Preliminary Evaluation, PE94-024, and Engineering Analyses, EA94-028 and EA95-016, conducted by the Office of Defects Investigation.

ADDITIONAL INFORMATION REQUIRED

In order for us to complete our file on this matter, under Part 573.5(c)(8), we request that Chrysler identify and describe how the remedial program will be conducted. This description should identify where repairs are to be made and how notification to

1-800-992-1997

purchasers will be conducted. It is otherwise assumed that this recall shall begin nationally, and uniformly, within 30 calendar days. We request that Chrysler provide a proposed schedule for the implementation of this recall. The schedule should include, but not be limited to, the dates of (1) notification to distributors, dealers/retailers, and purchasers; (2) the news release to the media as well as a hard copy or transcript; and (3) when parts necessary for remedy of this recall will be available. The schedule must also include an explanation for any delay in the implementation of this recall.

Please provide this information, referencing the National Highway Traffic Safety Administration's identification codes on page 1 of this letter, to this office by August 14, 1996.

QUARTERLY STATUS REPORTS

As stated in Part 573.6, submission of the first of six consecutive quarterly status reports is required within 1 month after the close of the calendar quarter in which notification to purchasers occurs. For instance, the current calendar quarter began on July 1 and ends on September 30, 1996. If notification begins during this time period, the first quarterly report is due by October 30, 1996. In the case where the recall appears to be completed, quarterly reporting is required until your company is notified otherwise by this office.

If you have any questions or there is a delay in the mailing, please contact Mrs. Pat Wallace or Mrs. Barbara Hayes at (202) 366-5232 or fax at (202) 366-7882.

Sincerely,

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Jonathan D. White, Chief
Recall Analysis Division
Office of Defects Investigation
Safety Assurance

Mr. Thomas W. LaSorda
CEO & President Chrysler Corp.

October 20, 2006

Dear Mr. LaSorda,

Recently I have been unable to get any help, assistance, ect. in resolving an on-going issue with a Plymouth Grand Voyager LE that I own. I am contacting you in great hopes that you can and will help. I understand that direct customer involvement is not in your usual course of duties; however, I have already contacted Chrysler customer service (care [REDACTED]) with absolutely no satisfaction whatsoever.

In short, my vehical was part of a national recall. The recall was due to a faulty ABS motor/pump assembly. You may be aware of this recall having been with Chrysler for some time. I have had this vehical serviced and all recall work done at my local DodgeChrysler dealer over the past several years. In all, I have had this ABS assembly replaced four times. Twice after near complete brake failure driving at highway speeds. Once with my wife and children in the car. she was barely able to avoid having an accident.

A week ago the brakes failed yet again. I immediately took the car to the dealer. After inspecting the car, I was told that the "dual pressure switch" was failing, and that this component of the ABS motor would not be covered under the recall. I was also told that the switch prematurely failed due to the fact that the ABS pump/motor had failed so many times. The switch engages rapidly trying to engage the motor and wears out. The service tech said that this was quiet common in vehicals with faulty ABS.

Now I ask you, should the consumer have to pay for this? I don't think so. Yet that is exactly what I was told by Chrysler customer service. If a part is failing due to an already failing recalled part, doesn't it warrant replacing the switch also? I am sure there are many, many van owners that would agree with me. How many unsuspecting drivers will be suddenly without brakes when trying to stop? How many of those will be like my wife-with kids in the car. This can be avoided.

I need your help in making this happen. I am asking you to stand behind a product that helped make Chrysler the leading family van seller. You have many

loyal customers who would be greatly impressed by your commitment to high standards. I am asking that you take care of this problem before someone gets hurt. I will tell you that I am one who carefully maintains my family vehicals, as well as my company vehicals, some of which are made by Dodge.

Thank you for taking the time to read this letter.

Sincerely,

Bloomington, In

1st letter to MR LaSorda
no response

Dear Mr. Zetsche,

I have been the owner of a Plymouth Grand Voyager LE for several years; it's a 1993. I also drive a 1999 Dodge Caravan LE which is used as my company vehical. Both have been reasonably reliable cars.

The reason I am writing to you is to hopefully get some help and resolution to a problem I am experiancing. As you may or may not be aware of, Chrysler conducted a national recall of 1991-1993 minivans. The recall is due to a faulty ABS system that includes motor, pump and related components.

I have personally taken my Plymouth minivan into the local Chrysler dealer (Town & Country Dodge Chrysler) several times to have this recall performed. That is to say, my vehicals ABS has failed four times. Two of those times came after my wife was nearly in an accident that would have resulted in serious injury for herself and our children.

Four days ago, I had the same experience again! Fortunately I was driving. My wife will not drive this car because she feels that it is unsafe and unreliable. I might add that the ABS and Brake warning lights did not come on until AFTER the power brakes failed to engage. I am sure you know what it is like to stop a car at highway speeds without power assistance.

After this, I immediately took my car to the dealer. When they looked at it they told me that the "dual function pressure switch" had failed. They also said that even though this was part of the ABS, it was not covered by the recall. They did, however, tell me this was a very common occurrence after repeated ABS motor and pump failure. The switch contiuously tries to engage the failed motor/pump to activate the ABS. This switch is failing prematurely due to the faulty ABS!

I was told to contact Chrysler, which I did. This resulted in a run around. I was told there was nothing to be done.

Mr. Dieter, would it not seem reasonable to include this failing switch in the recall? I sincerely hope so. I feel Chrysler should stand behind this product and replace this part at no charge to the customer. It would renew my faith in Chrysler and my wifes faith in this car.

I appreciate your time and hope you will respond.

Sincerely,

[Redacted Signature]

Blowing Rock, NC

1st letter
no response
(Sent 10x!)

Mr. Zetsche,

Oct. 19, 2006

I have written several letters to you regarding the problems I have experienced with my Plymouth Grand Voyager LE, namely the ABS system. I am disappointed that you or someone has not responded as of yet.

I am sure you must get a lot of mail, and therefore, require assistance in opening and reading the letters you must get. However, you must surely be informed of any complaint directed toward you for your review. I know the company that works for prides itself on an open line of communication either from within or from outside the company. I imagine that at DaimlerChrysler it is the same.

I am not one to complain about normal wear and tear items on any vehicle, but in my opinion, failing ABS systems are in no way normal wear and tear. Replacing faulty brake components initially was a great way to show how Chrysler stood behind their automobiles. But now it seems that they have moved on to other more "important" things.

DaimlerChrysler prides itself on the safety of their current line of vehicles, as touted in the advertising. But what about vehicles that people have been driving? As you may know, many women, mothers to be exact, are driving the Caravan, Towne & Country, and Voyager minivans around their cities loaded with little kids. What if the brakes were to unexpectedly fail? How easy would it be for those mothers to stop a vehicle with little to no brakes?

Mr. Zetsche, I understand that the initial recall was enacted before you came on board as the new chairman. As the chairman, I believe you represent a company that has an obligation to the thousands of trusting auto owners to still stand behind your products. Making commercials for the latest DaimlerChrysler model is all well and good, even necessary. But what of the people who have already purchased their cars?

I hope you will read this letter. I hope that you will respond to my concern. But most of all, I sincerely hope that you will stand behind the product you represent.

Thank you,

Bloomington, In

customer #

2nd letter
sent & faxed 8x - still no
response

DAIMLERCHRYSLER

October 27, 2006

DaimlerChrysler
Motors Company LLC
DaimlerChrysler Motors Company

[REDACTED]
Bloomington, IN [REDACTED]

Reference # [REDACTED]

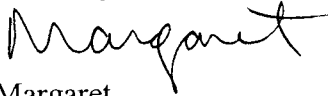
Dear [REDACTED]

Thank you for your recent letter to Thomas W. LaSorda, referring to our previous correspondence.

Your letter does not contain any additional information that would cause us to change our previous decision. Therefore, we must again respectfully decline your request.

Any future correspondence related to this issue will be retained in our corporate records.

Sincerely,



Margaret
Senior Staff
Agent ID: 084

*only response from
Chrysler, I provided Chrysler
w/ copies of all info included here*

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).